

Phase 1 Engagement Report



SHAPE
YOUR SPACE
NEWTON COMMUNITY CENTRE





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SHAPE YOUR SPACE

NEWTON COMMUNITY CENTRE



1.0 Executive Summary

This report summarizes the Newton Community Centre engagement process that was conducted by the City of Surrey between July and September, 2021. Phase 1 Engagement saw the participation of several thousand community members, and included a public survey, an interactive Online engagement hub through Engage Surrey, and virtual internal and external stakeholder sessions. This is an interim report summarizing the first round of data collection from these engagements and will be supported by a Phase 2 Engagement report in the future.

Phase 1 Engagement, now complete, informed Surrey citizens of the project, outlined the anticipated benefits for the community, and collected initial feedback. The goal of this process was to solicit feedback on key priorities and concerns related to potential future amenities, to create community-wide awareness, and to develop a shared understanding of community needs, desires, and vision. The resulting information, summarized within this report, will go on to form the basis of design, ultimately generating a community-centric multi-purpose facility reflective of the input of its residents.

Phase 2 Engagement will continue to keep the public informed on project progress, solicit feedback from the community during Concept and Schematic Design at Public Open Houses, and continue engagement with specific community groups that has extended beyond Phase 1 Engagement.

2.0 Engagement Strategy

ENGAGEMENT PHASE 1 (COMPLETE)

| STEPS: | Engagement Planning & Initial External Outreach | Gathering Initial Feedback |
|-------------------------|---|---|
| i. Objective | Establish an Engagement Plan alongside Internal Stakeholders. Communicate details of the Project and Engagement Plan to External Stakeholders, including scope of influence on the project. | Inform the public how and when their feedback will be gathered. Share results with the public and demonstrate how their feedback will shape decisions moving forward. |
| ii. Level of Engagement | Inform | Consult |
| iii. Tasks | <p>Review of Surrey's Engagement Framework, other existing documentation and relevant stakeholder information as per client direction (MJMA, TKA+D)</p> <p>Review and refine the scope of engagement, develop Engagement Plan (MJMA, TKA+D, RCS, CoS)</p> <p>Develop a comprehensive list of external stakeholders including contact information and correlation of stakeholders and issues (MJMA, TKA+D, RCS, CoS)</p> <p>Outreach / Contact with external stakeholders: Inform them of the project, establish expectations including scope of influence, schedule, etc. (CoS, MJMA)</p> | <p>Develop and conduct Online survey (MJMA, TKA+D, RCS, CoS)</p> <p>Develop and conduct focused sessions for identified External Primary Stakeholders (MJMA, TKA+D, RCS, CoS)</p> <p>Analyze and summarize engagement findings in Phase 1 report for CoS and public (MJMA, TKA+D, RCS, CoS)</p> |
| iv. Timing | Weeks 1–3 (concluding July 23) | Weeks 3–9 (concluding September 3) |
| v. Tools and Tactics | Targeted Emails | <p>Project Web Page / Bang the Table</p> <p>Newsletters</p> <p>Surveys (Simple Survey for CitySpeaks and a link via Bang the Table)</p> <p>External Stakeholder Sessions</p> <p>Social Media Advertising</p> <p>Posters & Displays at local hot spots</p> |

"CoS" = City of Surrey , "MJMA"= MJMA Architecture + Design, "TKA+D" = TKA+D Architect + Design Inc., "RCS" = RC Strategies

ENGAGEMENT PHASE 2 (ONGOING)

| STEPS: | Plan & Conduct Public Consultations | Communicating Results & Regular Project Check-Ins |
|-------------------------|---|--|
| i. Objective | Communicate key dates and opportunities to provide input on the project development. Share information on project development, collect feedback, analyze and summarize results to communicate to the public. | Share information on project development at key milestones and how feedback from public consultation shaped decisions. Provide opportunities for feedback where possible. (Primary Stakeholders) |
| ii. Level of Engagement | Consult | Inform, Consult |
| iii. Tasks | <p>Plan public consultation meetings and required materials (MJMA + RCS + CoS)</p> <p>Outreach/Advertising of Phase 2 engagement opportunities (MJMA + RCS + CoS)</p> <p>Conduct public consultation meetings for Newton, Community Groups and larger City for feedback on Programming /Concept Design (MJMA + CoS)</p> | <p>Analyze and summarize engagement findings in Phase 2 report for City and public (MJMA + RCS)</p> <p>Share Phase 2 Engagement findings through applicable communication modes (MJMA + RCS)</p> |
| iv. Timing | In Parallel with Concept Design and Schematic Design | In Parallel with Design Development and Construction |
| v. Tools and Tactics | <p>Project Web Page / Bang the Table</p> <p>Social Media Advertising</p> <p>Post Cards / Mail-outs</p> <p>Posters & Displays at local hot spots</p> <p>Online Discussion Forums</p> <p>Virtual Interactive Open House</p> <p>In-Person Interactive Open House</p> | <p>Project Web Page / Bang the Table</p> <p>Feedback Forms</p> <p>Surveys</p> <p>Emails</p> <p>Newsletters</p> |

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REACH: Phase 1 Engagement

As a living document, metrics and engagement reach will be tracked and measured during each step of the process to help assess the effectiveness of engagement. In addition to the project specific engagement metrics, the City has identified universal engagement objectives and related targets that this project is using as a guide.

Phase 1 Engagement reached thousands of community members. The following are metrics on just a few of the methods of communication we used to reach the community (tools and tactics further outlined on pages 9-10 & 13):

1,084 TOTAL SURVEY RESPONSES

3,871 PAGE VIEWS & ENGAGEMENTS ON ENGAGE SURREY LANDING PAGE

122 EXTERNAL STAKEHOLDERS THROUGH TARGETED EMAILS & VIRTUAL SESSIONS

Social Media Reach



On Facebook (as of Sept. 1), there was an overall reach of 16,602 people, over 17,000 impressions, and 94 interactions (link and post clicks, post reactions, and post shares).



On Twitter (as of Sept. 1), there were 10,693 impressions and 181 interactions (link and post clicks, post reactions, and post shares).



On Instagram (as of Sept. 1), there was an overall reach of 4,929 people, over 5,000 impressions, and 68 interactions (link and post clicks, post reactions, and post shares).



The total reach of paid social media advertisements (including Punjabi and English ads) was 81,533, with 291,790 impressions and 3,360 links clicked as of September 1st.

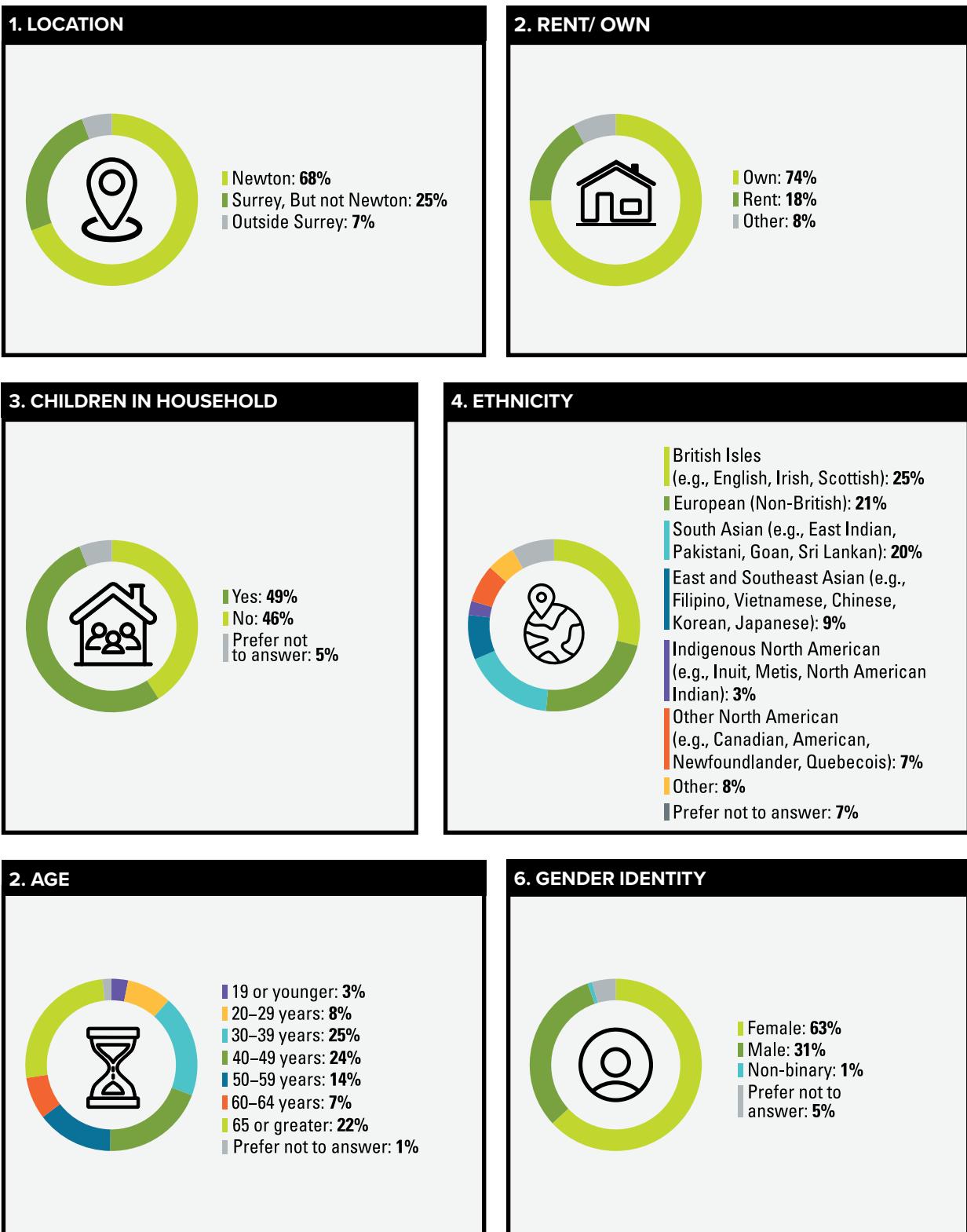
3.0 Survey Results

Online Survey

An Online survey was open to the public from August 10th to September 13th. A version of the survey, translated into Punjabi, was released on August 17th. Between August 10th and September 14th, there was a total of 1,084 survey responses. A total of 1,004 people responded to the English survey, including 276 partial responses and 728 completed surveys. A total of 80 people responded to the Punjabi-translated survey, including 45 partial responses and 35 completed surveys. In the following pages, we have summarized the survey results and key insights. Survey promotion began on August 10th and utilized the following communication methods:

- Bang the Table Engagement Hub (through Engage Surrey)
- City of Surrey Website Landing Page
- City of Surrey Media Release
- Targeted External Stakeholder direct emails
- Organic posts and paid social media advertisements on the City of Surrey Instagram, Facebook and Twitter
- E-Newsletters (Surrey Libraries, Your City of Surrey, Public Consultation, & Rec Opps)
- Community and Indo-Canadian Newspapers (Surrey Now-Leader, The Link, The Voice)
- Posters at local Newton community facilities
- Digital signs at local Newton community facilities
- Lawn signs in front of local Newton community facilities

A. Demographic Profile of Survey Respondents



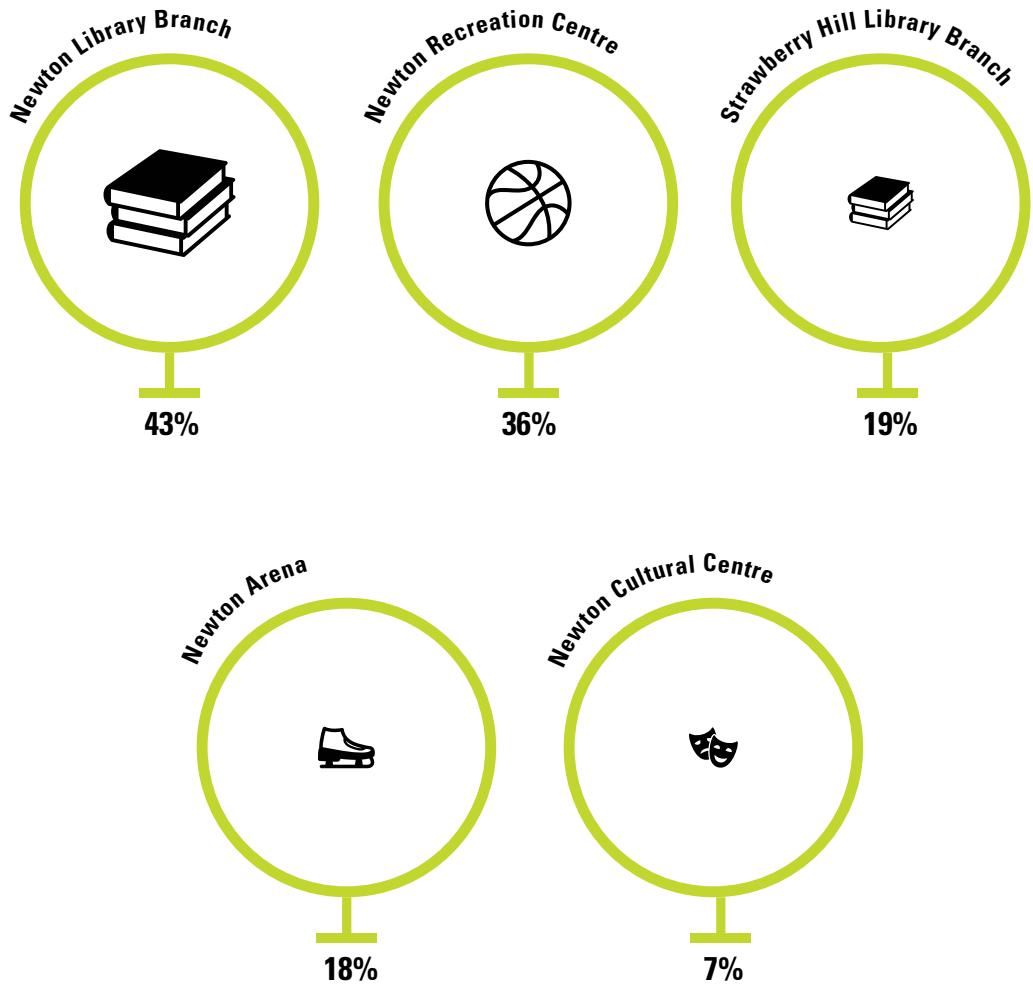
Of the survey respondents, 68% live in Newton while 7% live outside the City of Surrey. When comparing the demographic composition of the respondents to the demographic composition of the Newton community (2016 Census), there are some instances of disproportionate representation worth noting:

- **Females:** ~50% of Newton population yet 63% of respondents
- **Renters:** 31% of Newton population yet only 18% of respondents
- **Individuals aged 65+:** 13% of Newton population yet 22% of respondents
- **South Asian Ethnicity:** 58% of Newton population yet 20% of respondents
(note, this response rate *includes* the Punjabi language survey count)
- **Indigenous Population:** 3% of survey respondents identified as Indigenous. This is proportionate to Census-reported representation within the Newton population (~3%) .

B. Facility Use

7. NEWTON COMMUNITY FACILITIES VISITED

Which City of Surrey (Newton) community facilities have you visited during the past 2 years?

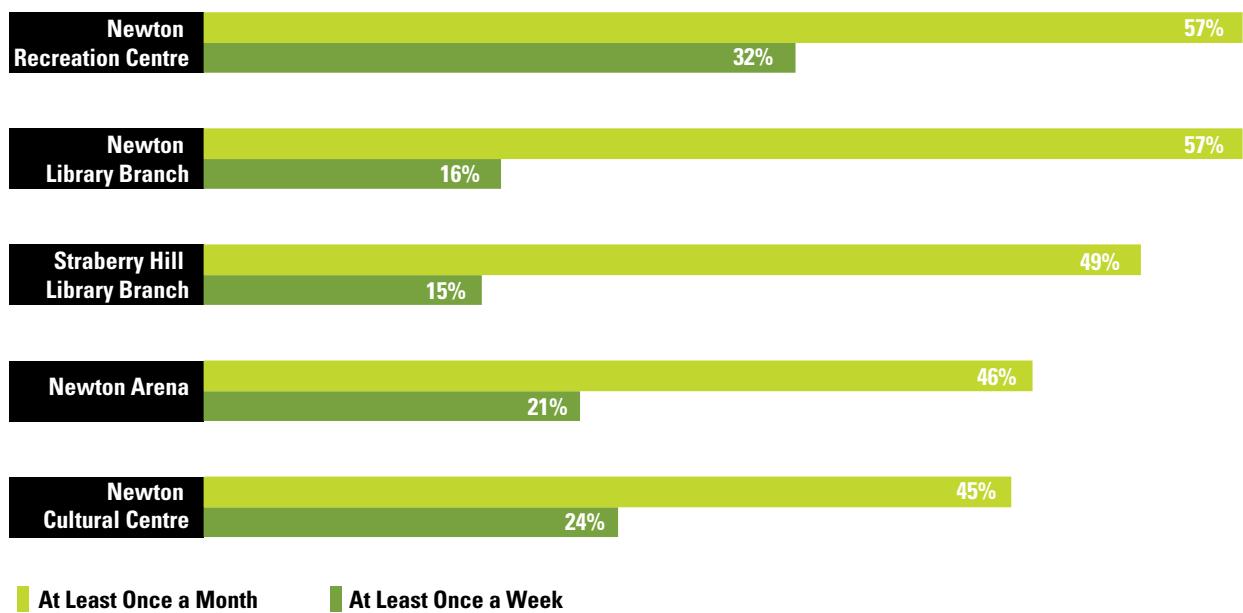


88% of respondents indicated they had visited a Surrey community facility in the last two years. Specifically in relation to the Newton community facilities, 43% had visited the Newton Library Branch in the last two years while 36% had visited the Newton Recreation Centre. It is important to note that a significant number of respondents listed the Newton Seniors Centre as an "other" Surrey community facility visited regularly.

Results from the Punjabi language survey indicate a higher visitation rate among respondents for all five Newton community facilities, particularly the Newton Library and Strawberry Hill Library at 56% and 40% respectively.

8. NEWTON FACILITIES FREQUENCY OF USE

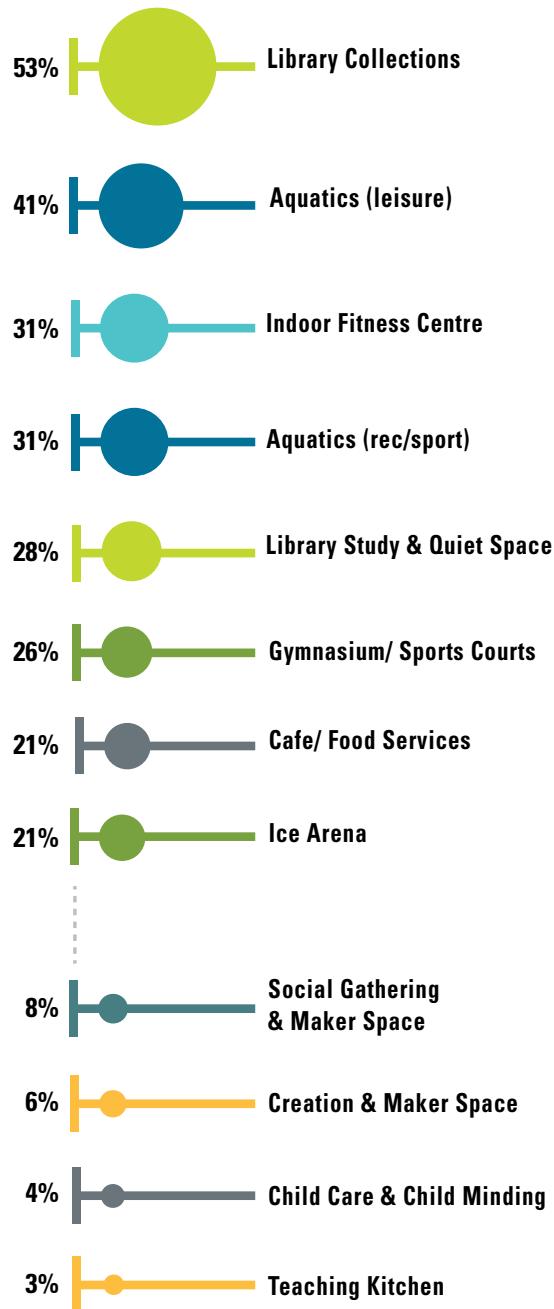
How often do you typically visit the community facilities?



The Newton Recreation Centre was found to have the highest frequency use patterns among the Newton community facilities; 32% of respondents who visited the centre used it at least once a week with 56% using it once a month. For both Newton library branches, monthly use is significantly higher than weekly use.

9. NEWTON COMMUNITY FACILITY AMENITY USAGE

What amenities do you use frequently at the facilities you visit?



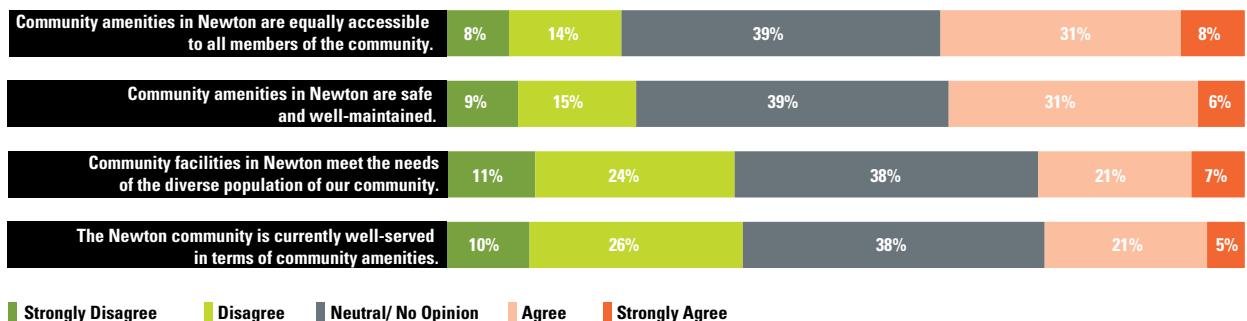
Within the Newton community, there is strong usage of library, aquatics, and indoor fitness amenities. Access to library collections currently seems to be a very valuable and well-utilized resource. Social gathering space, teaching kitchen, and maker spaces are not widely used by respondents; the findings are not conclusive as to whether this is due to lack of interest or limited resource availability.

On average, each respondent indicated using 5-6 of the 31 amenities listed. Households with children tended to use more amenities (~7/respondent) while senior respondents tended to indicate using less amenities (3-4/respondent).

C. Experiences & Barriers

10. CURRENT COMMUNITY FACILITIES EXPERIENCES

Please indicate how strongly you agree or disagree with the following statements:



■ Strongly Disagree ■ Disagree ■ Neutral/ No Opinion ■ Agree ■ Strongly Agree

In general, respondents believe community amenities are equally accessible to all of the public and that they are safe and well-maintained but that improvements could be made to how facilities meet the broad and diverse needs of the community. As 36% of respondents don't believe the Newton community is currently well-served by its community facilities, the new Newton Community Centre is likely to be seen as a needed improvement.

In relation to the community being well-served by community amenities, open comments reveal that respondents care a lot about aquatics and that pool design and programming should be thoroughly considered.

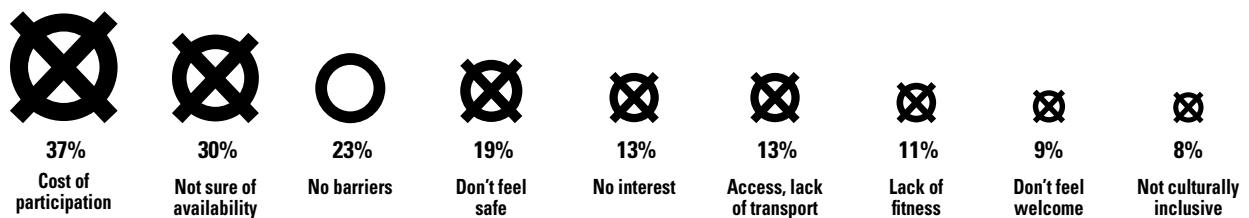
In terms of community facilities meeting the diverse needs of the community, responses reveal a current lacking of adequate amenities to meet the needs of the senior population.

With regards to community amenities being equally accessible, common comments identified a need to better consider access for those with disabilities and those who do not arrive by car.

In relation to the safety and maintenance of community amenities, there is a strong concern for homelessness in and near community facilities and its impact on the perception of safety.

11. BARRIERS TO PARTICIPATION

What barriers, if any, prevent you from participating in recreation, culture, library, or other community facilities and amenities?



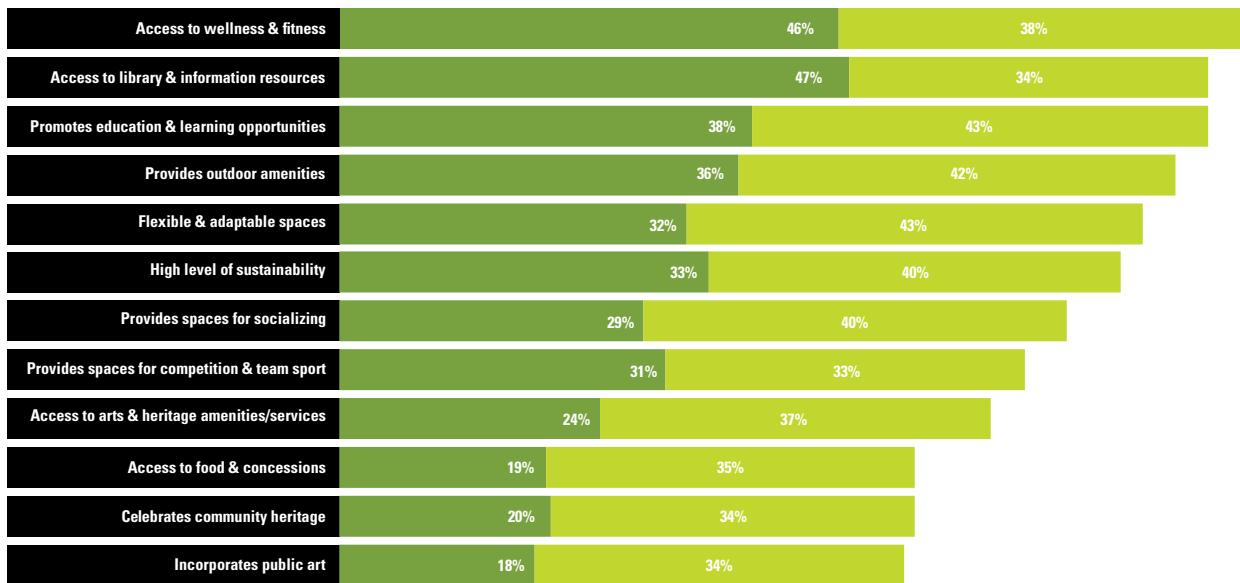
By far, the greatest barrier to participating in community amenities is the monetary cost while lack of information regarding offerings is also shown to be a significant barrier among respondents. A noteworthy “other” barrier provided by several respondents is program schedules not aligning with their own availability and/or lack of variation in schedules. Nearly a quarter of respondents indicated they faced no barriers to participation.

Results from the Punjabi language survey varied from the overall survey. 37% of respondents indicated no barrier to participation compared with 23% from the overall survey; additionally, the greatest barrier from the overall survey, cost of participation as indicated by 37% of respondents, was not the most significant barrier in the Punjabi language survey where it was identified by only 18% of respondents. The greatest barrier to participation as indicated in the Punjabi language survey was uncertainty as to what amenities/programming are available (24%) followed by cost and lack of access (18% each).

D. New Multi-Use Community Centre

12. IMPORTANT FEATURES OF A NEW COMMUNITY CENTRE

Please indicate how important the following features of a multi-use community centre are to you.



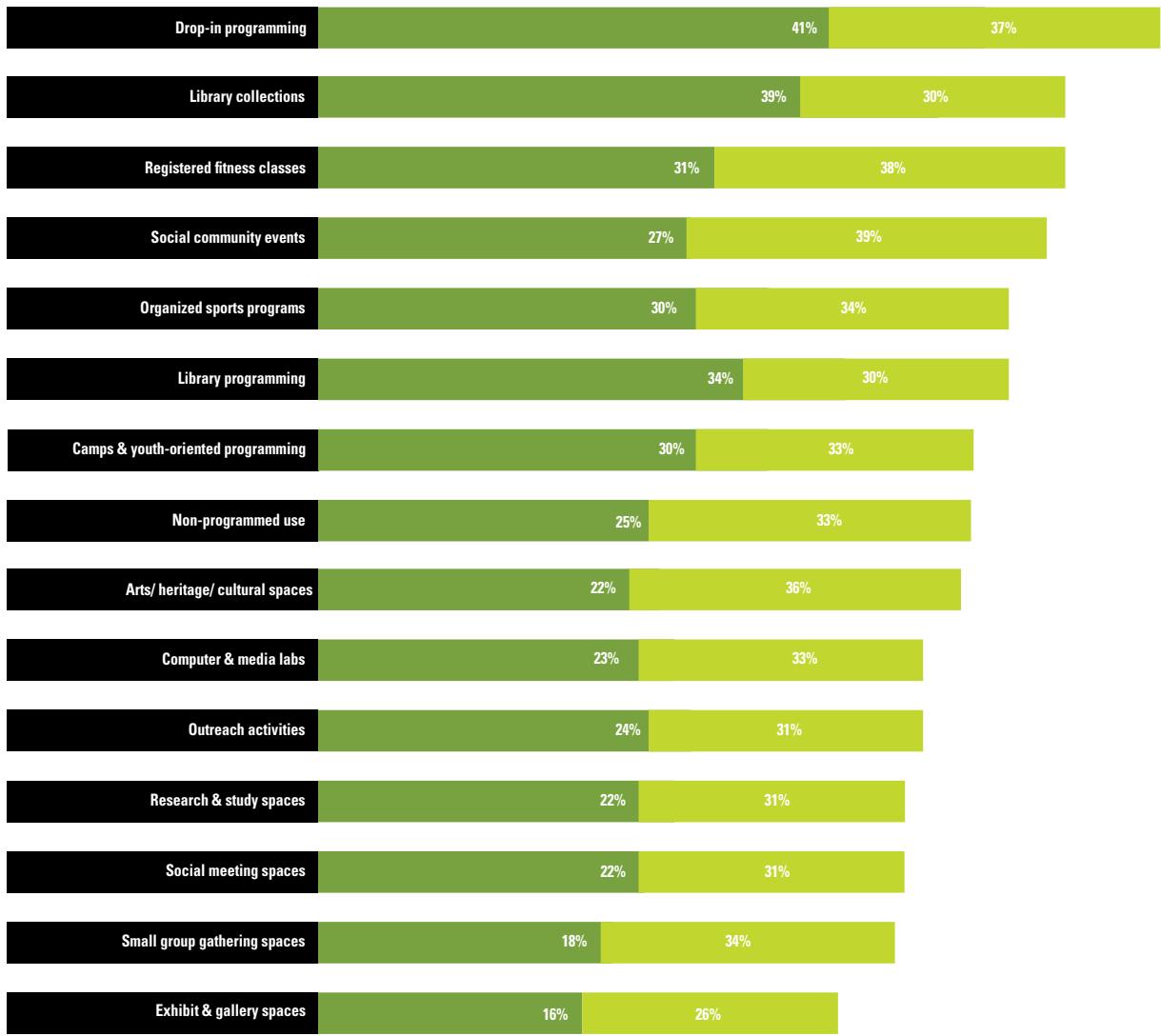
Very Important Important

Access to wellness/fitness, library/information resources, and educational opportunities are seen as the most important features of a new community centre; furthermore, access to wellness/fitness and library/information resources are each viewed as very important by nearly half of respondents. This sentiment is supported by respondents' current facility use patterns with library and aquatics/fitness amenities being at the top of the list.

Specifically, open-ended comments reveal noteworthy interest in dedicated gymnastics programming/facilities as well as pickleball and that safety/security concerns are prevalent. It is important to note that the majority of respondents feel all of the features listed are important to some degree.

13. IMPORTANT USES OF A NEW COMMUNITY CENTRE

Please indicate how important the following uses of a multi-use community centre are to you.



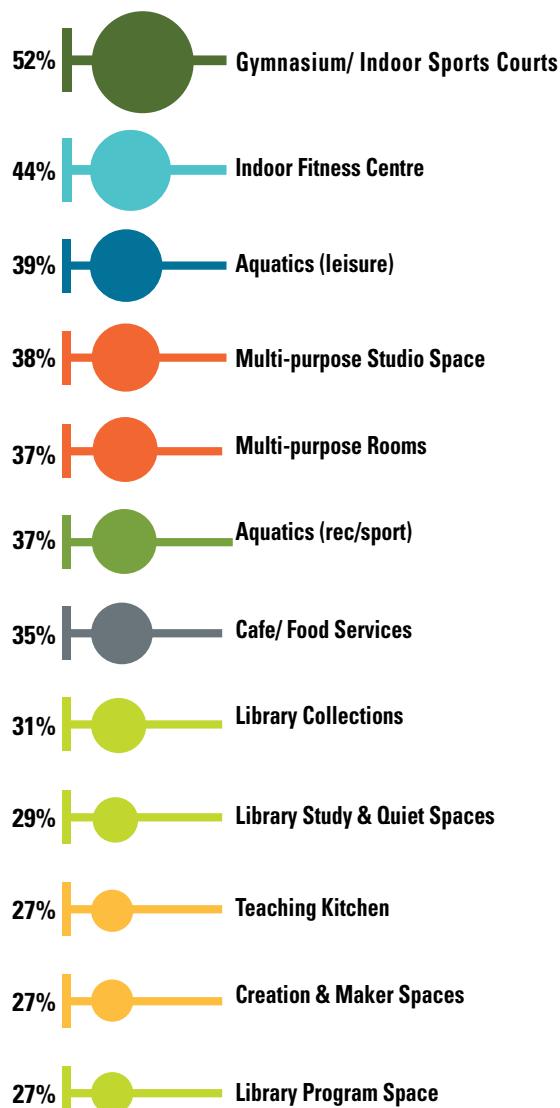
Very Important

Important

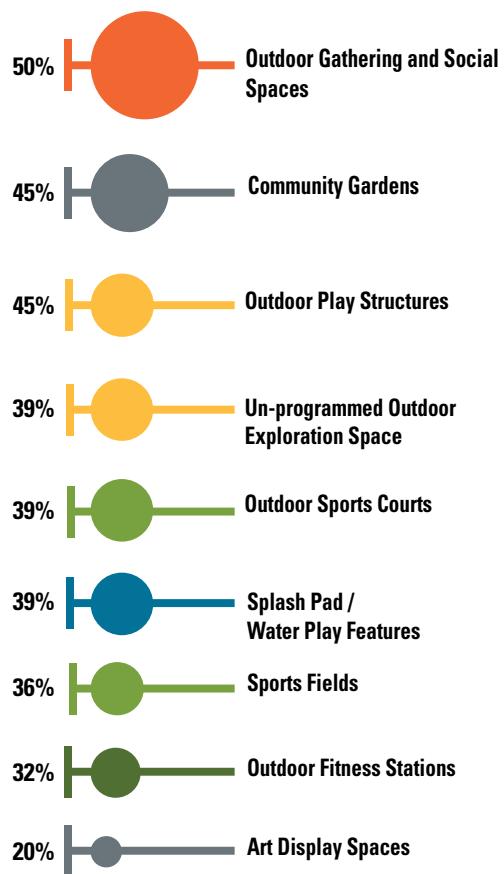
The availability of drop-in programming is seen as the most important use in a new community centre while registered fitness classes and social community events are also widely viewed as important. Following the trending of other questions, library uses are widely viewed as important, receiving some of the highest ‘very important’ choices as well. Just as small gathering spaces are not currently widely utilized, their importance is not as significant as other uses.

Open-ended responses reveal a strong status placed on multi-use community centres as important hubs for socialization as well as vital to a community’s overall physical and mental wellbeing.

14. IMPORTANT INTERIOR AMENITIES



15. IMPORTANT EXTERIOR AMENITIES



Over half of respondents identified Gymnasium/Indoor Sports Courts as the top interior amenity for a new community centre, emphasizing the importance they place on access to wellness/fitness in Result #12. Of the top 12 interior amenities indicated, 9 are also in the top 12 amenities currently used (Multi-Purpose Studio Space, Teaching Kitchen, and Creation/Maker Spaces are not). Noting that Teaching Kitchen and Creation/Maker Spaces are actually at the bottom of the list of current amenities used, their ranking of importance on this list might suggest a need for these spaces that is currently not being met.

Results from the Punjabi language survey indicated significantly less importance for aquatic amenities, whether for leisure or recreation/sport (18% and 26% respectively). Library Study and Quiet Spaces were identified the most important interior amenity which seems to be supported by the increased usage of community library branches by the Punjabi language survey respondents.

Among respondents with children in their households, Gymnasium/Indoor Sports Courts and Aquatics (Recreation & Sport) were overwhelmingly the top two important interior amenities, both with rates 10%+ higher than the overall response rates (61% and 49% respectively). This suggests that community centres are vital to these households as places for their children to participate in organized sports and recreational programming.

Café & Food Services were identified by almost half of the Senior respondents, ranking them first among interior amenities.

In relation to important exterior amenities, the greatest value was placed on Gathering & Social Spaces with half of respondents identifying them as such. Leisurely amenities such as Community Gardens and Un-Programmed Exploration Space were also regarded as important by a broad range of respondents. It is important to note that at least one-third of respondents indicated each exterior amenity as important with the exception of one (Art Display Space) where the response rate gap is a sizable 12% difference.

Not surprisingly, households with children indicated Outdoor Play Structures (57%), Splash Pad/Water Play Features (52%), and Outdoor Sports Courts (50%) as the top three exterior amenities, all by a majority of respondents.

Senior respondents identified Outdoor Gathering & Social Spaces and Community Gardens as the top two exterior amenities with response rates slightly higher than the overall survey response rate.

4.0 Stakeholder Session Results

Internal and External Stakeholder Engagement Sessions

INTERNAL SESSIONS:

Virtual sessions were held with internal City of Surrey stakeholders to support the Area Study and Demand Analysis that is being conducted by RC Strategies as a component of this phase of the project. Aquatics, Recreation & Fitness, and Library & Culture stakeholders were engaged to explore the current state of recreation and community facilities in Newton and to uncover the potential needs, gaps, and opportunities in this community. The Internal Engagement Session results will be summarized in the Needs Assessment / Area Study and Demand Analysis document. Please see Appendix A for a full list of Internal Stakeholders.

EXTERNAL STAKEHOLDER SESSIONS:

Nine virtual sessions were held with key groups and stakeholders identified as being impacted by the development of the new multi-purpose community centre and directly invited by the City of Surrey. Different stakeholder groups were invited to sessions based on similar interests and concerns, uses, or user requirements. Sessions were kept small, ensuring that there was an opportunity for open discussion and allowing everyone a chance to speak. We invited a wide variety of individuals, community groups, and organizations — please refer to Appendix A for a full list of those who were reached out to with invitations. The information we received at these sessions was collected and collated for review and summarized in the following pages.

Participant turnout was low at some sessions, indicating a need for further outreach/follow up and several **future additional External Stakeholder Sessions**. These include, but are not limited to: Indigenous Community Focus Group (Surrey Urban Indigenous Leadership Committee & Land-Based Communities), Surrey Gymnastics Society, Surrey Measuring Up Working Group, and Surrey Youth (through Surrey Schools). These sessions will be conducted and summarized within the *Phase 2 Engagement*.

What We Heard...

The following is a compilation of responses from all stakeholder workshops combined: See Appendix A for a list of all stakeholder groups that were invited by the City of Surrey. Responses have been combined and paraphrased for brevity and clarity.

In an open discussion format, we asked the external stakeholders 3 questions:

- 1. What do you like about the existing recreation, culture, library services in Surrey? What would you improve?**

- 2. What barriers prevent you or discourage you from participating in recreation, culture, library or other community facilities?**

- 3. What would you like to see in a new multi-purpose community centre in Newton?**

What do you like about the existing recreation, culture, library services in Surrey? What would you improve?

Key Messages: Overall, most groups expressed a level of satisfaction and pride in the community facilities available to them in Surrey, often communicated through fond memories. There were, however, concerns over access, capacity, and the level of variety in community spaces within the Newton neighbourhood.

What do you like...

- The interconnectedness and proximity of civic amenities in Newton
- Lot's of variety in recreational offerings
- Impressive community facilities
- Surrey Libraries support newcomers and provide invaluable resources
- Accommodations for different community groups (e.g. 4-for-1 Leisure Access Passes for youth)
- The 'personal feel' and sense of community (especially at the Newton Senior's Centre)
- The ease of new virtual social and fitness events

What would you improve...

- Rental space, programming, services and travel are too expensive
- Not enough variety in activities
- Library and study areas are always full
- There is always a shortage of gymnasium space
- Current community gathering spaces are inadequate
- Limited space for fitness classes
- Accessibility is an issue at some Surrey facilities
- Intimidation is an issue at some Surrey facilities
- South Asian Community has never had their own community spaces
- Indigenous Communities do not have adequate spaces available to them
- Not enough youth-specific space or seniors centres / spaces in Surrey / Newton
- The Newton Recreation Centre pool is too small and busy
- No heritage facilities in Newton
- Multi-use community facilities combined with high schools do not work

What barriers prevent you or discourage you from participating in recreation, culture, library or other community facilities?

Key Messages: Although all groups consulted had a unique set of concerns and barriers preventing or discouraging their communities from using Surrey facilities — Financial Barriers, Accessibility Concerns, Intimation / No Sense of Belonging, and Transportation were among those mentioned most often across all sessions.

Financial Barriers

- Programming, space rental, and transportation/travel to and from facilities is too expensive for many community members

Lack of Space, Services, and Programming

- Newton is under-provided when it comes to recreation and community space. Spaces and programs often hit capacity
- Growing population (especially Immigrant population) must be considered

Intimidation / No sense of Belonging

- In some cases, partly caused by lack of knowledgeable, diverse/representative staff
- Community must be consulted all the way through the design process to promote a sense of belonging
- Must consider how a physical space feels to certain communities (minority groups)
- Racism towards Indigenous Peoples and People of Colour can be an issue

Inadequate Wayfinding

- Signage around the building must be accessible, easily seen, and offered in multiple languages for Surrey's diverse community of ESL citizens and people living with disabilities
- There must be a prominent information desk

Language Barriers

- Surrey is a diverse community with many languages spoken: wayfinding, staffing, and programming must consider this
- Accessible, easy to use, and non-intimidating resources for ESL people is a must

Transportation / Lack of Parking

- Surrey is large - with scattered services and programming across the city, it can be difficult to access various amenities (the idea of a One-Stop-Shop/multi-purpose facility is encouraged)
- Lack of parking and accessible parking is a barrier
- All new community facilities must be accessible by public transit
- A shuttle between all community centres in Newton is needed
- Urban youth (particularly Indigenous Youth) have expressed a desire to participate, but it is a challenge to traverse across Surrey to do so

Acoustics

- Loud spaces can deter people (fans, automatic doors, etc.), especially children and those who are not neuro-typical. Non-stimulating environments with sound separation are a must to combat this

Lack of Privacy

- Privacy is an issue, especially for women and those whose religion or culture makes it difficult for them to show their bodies or feel comfortable in community spaces (e.g. a fitness centre, aquatic centre, or change room)

Accessibility Concerns

- People with mobility devices have trouble accessing and using current facilities (e.g. lack of accessible washroom facilities, elevators, accessible viewing decks, etc.)
- Elevators, when available, are often not conveniently located
- Space in common areas (hallways, rooms, etc.) is not always designed for those with mobility devices, making it hard to maneuver through these buildings or feel welcomed
- There should be autonomous access for those with mobility constraints (e.g. currently can't easily return a library book on a mobility device, can't reach the top shelves at the library in a wheelchair/scooter, not seen by staff in front of information desks when seated, etc.)
- There is not enough storage for mobility devices (e.g. a protected space close to amenities to store a wheelchair or mobility device when using recreation facilities)

Lack of Digital Literacy & Access to Computers/Wifi

- Technology can be a barrier for those who are not well-versed or familiar
- The lack of free wifi and charging stations is a problem for those that cannot access these services at home

What would you like to see in a new multi-purpose community centre in Newton?

Key Messages: There was a strong desire among most groups to focus on **complementing** the existing services, rather than replacing them. In general, groups were interested in a welcoming and inclusive space with a wide variety of services and programming opportunities. The community wants a design they can be proud of.

Library & Library-Related Spaces

- Library to become an “information hub” and gathering place for the community (not just books)
- Small study rooms and intimate cozy corners/nooks (for quiet discussion, tutoring, prayer) separate from collections (so families can browse without disturbing patrons)
- Free computer access, wifi and charging (especially for low income families and immigrants)
- Accessible, non-intimidating Literacy Centre (As a newcomer, the library is an important space to integrate with the community)
- Teen lounge that serves as safe space if home is not an option
- Podcasting / Music Recording spaces
- Neighbourhood window space and/or library window display
- Indigenous Info board to promote events, display quotes, art, and thanks

Food Services & Food Related Spaces

- A kitchen for catering is a must (helpful for events, brings cultures together)
- Teaching Kitchen (stressed the importance of nutrition, food security, food education, learning skills, and forming of community)
- Cafe / Cafe Stations (possibly managed or supported by youth)
- Vegetable and fruit gardens where people can learn about food security (learn and nurture)
- Access to traditional Indigenous food is very important

Ceremonial Spaces, Cultural Sharing Spaces

- All cultures need to be recognized, accepted, and loved - stories and histories of Surrey’s diverse population need to be told (places for story telling)
- Resources for newcomers to learn about Surrey’s cultures
- Arts spaces for cultural groups that are designed to acknowledge the heritage of their cultures (especially South Asian and Indigenous communities in this region)
- Prayer / meditation rooms

Multi-Purpose Space

- Where community groups, organizations and non-profits can meet up for recreation programming, ceremony, events
- Multi-use space on the ground floor that can accommodate large groups for programming (especially for seniors and people living with disabilities)
- Space to host Parent Support/Group Discussion (including space for family activity)

Event Space

- Event Space to help the neighbourhood host celebrations, festivals, and parades (300 people), Event space for non-profit organizations (100-200 people), Event space for seniors (100-150 people), Large Film Screening room (SA Community 150 people)

Quiet Spaces, Study Spaces

- Quiet, comfortable spaces for safe repose, for people to relax, share stories

Office Space, Meeting Rooms

- Demand for more permanent set ups (with storage, desks, etc.)
- Space available for a youth worker, counselor, Indigenous Elder, FRAFCA staff
- Settlement services currently sit in the Newton lobby (due to lack of space and need for visibility). Many orgs. need a space that is easy to find/access but private

Gathering Spaces

- Large open spaces for people to gather (non-paid and not tied to programming)
- A space that encourages the flow and inter-mingling of communities rather than the “silo-ed” nature of traditional civic amenities

Preschool / Daycare

- Must incorporate language and culture
- Space for new moms to engage with the community (mothers that are newcomers are often left behind)

Aquatics

- The existing rec centre pool is too small and this community needs another one
- Needs to be flexible, accessible, and convertible for the changing needs of the community

Sports

- Basketball (high priority for youth), Multi-Purpose Racket Ball Court, Soccer fields, Indoor Volleyball, Multi-Purpose Sports fields, Adaptive Sports

Visual Art Spaces

- Beyond just arts and craft: Accessible, directed therapeutic visual arts programming that explores self-discovery and self confidence
- Space with running water for artists

Archive Space

- Welcome the fusion with Library space (Library + Archives complement each other)
- Need space to showcase Surrey's history, and new cultures immigration

Heritage Spaces

- Need for digital display, interactive spaces, workshops, theatre space, exhibition

Gallery / Exhibition Space

- Artwork, murals, decorations (permanent) from the community
- New cultural spaces in community centre should consider programming at Newton Cultural Centre (current art gallery displays booked up a year+ in advance)

Performing Arts Spaces (Indoor / Outdoor)

- Currently have to go to Vancouver for this - would be nice to have a facility in Surrey

Permanent Sensory Friendly Space (SFS)

- Area has a high number of youths with autism
- For kids with special needs, for hosting range of quiet activities
- Space for individuals of all ages to take a break/decompress/regulate as needed
- Features include soundproofing and dim lighting option

Computers / Computer Lab

- Need Room for a Seniors computer club (self-funded) + volunteers (space at Seniors Centre is always occupied)
- Homeless and low-income families should have access to computers

Storage / Supply Depot

- For mobility devices, adaptive sports equipment
- For regular users, organizations, and groups to keep materials and supplies (for events, classes, etc.)

Outdoor Space

- Incorporating nature, gardens, community gardens, outdoor sports and programming
- Ability to have events on the grounds outside (up to 150 people)

Virtually Enabled Rooms

- To host virtual fitness classes, ceremonies, events
- For clinicians to host virtual meetings, virtual care, or health classes
- Must consider technology and acoustics

Community Housing

- Having a neighbourhood house (similar to Alexandra House) with daycares, seats of chains, rent-able space, educational opportunities, access to food

Primary Healthcare Facility Combination

- Access to primary care services may be lacking for newcomer, immigrant and refugee populations and community centres can help bridge that gap
- Can we have one space where we can combine limited language and cultural resource support for an integrated primary care facility and community centre?
- Flexible space for clinicians

Work Employment Services

- Multi-purpose rooms to host events (i.e. Hiring Fairs) and space for newcomers to learn about services

Secondary Access Point

- Families have the option to access that private parking lot/entrance
- Can also be beneficial for younger children

Educated, Welcoming, and Diverse/Representative Staff

- Staff must be educated on the history and traumas of Indigenous Peoples

Free rent-able spaces:

- Lots of community members and volunteers in the community that would benefit from free /reduced price rent-able space that are not part of a non-profit

Indigenous-focused Spaces

- The implementation of culture and language must be woven throughout the facility from staffing, wrap around support, activities, sacred spaces, outdoor areas, etc.
- Incorporation of Indigenous traditions, art, and representation throughout the facility in a meaningful way
- Ability to do smudging and cedar brushing, if a space could be dual purpose as a long house and a gym or multipurpose, space for traditional dancing (i.e pow wow)

South Asian-focused Spaces

- Seating areas, meeting rooms for SA community (especially older folks)
- A place to host SA events (drama events, musicians, artists, film screenings, etc.)
- Places for support groups to sustain themselves

Youth-focused Spaces

- There is a growing population of youth that want to be involved in their communities, but currently very little youth specific space provided in the city
- Lounge / Youth Zone - a space just for teens to go on weekends or after-school
- Space to host Friday night programming
- Space where youth can study with friends, host tutoring and event programming (e.g. learn about careers, post-secondary)

5.0 Next Steps

Phase 1 Engagement Results & Phase 2 Engagement

PHASE 1 RESULTS: INFORMING DESIGN

The information summarized within this report will go on to form the basis of design, ultimately generating a community-centric multi-purpose facility reflective of the input of its residents. The design team will use these results, as well as results from Phase 2 Engagement and the Needs Assessment / Area Study and Demand Analysis document to inform Concept and Schematic Design.

PHASE 2 ENGAGEMENT: ADDITIONAL COMMUNITY DISCUSSIONS

Phase 1 Engagement revealed several gaps in outreach and community participation that will be addressed with more targeted outreach and, in some cases, additional sessions with community groups. These groups have been identified and will be engaged in the coming weeks to ensure the diversity of the Surrey community is represented in this process. The survey also revealed a demographic of survey respondents that is, in some cases, not representative of Newton's population. We will use this information to reach out to community groups not represented in the data. All additional sessions and discussions after September 13th will be summarized within the *Phase 2 Engagement Report*.

During Phase 2 Engagement, building on what we have learned to-date, we will continue to inform the community and gain feedback as the project progresses.

APPENDIX A: External Stakeholder List

External Stakeholders

The following external stakeholders were reached out during Phase 1 Engagement. Note, several of the External Stakeholder listed were not able to attend the virtual session. Those who could not attend or did not respond will be provided project information and kept in the loop for future engagement opportunities. This contact list has since grown, and will continue to grow as the project progresses to include more community members' feedback. An updated list will be provided within the Phase 2 Engagement Report.

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| Affiliation of Multicultural Societies and Service Agencies of BC | Gracie Dojo |
| Arts Council of Surrey | Guru Nanak Sikh Gurdwara Soc |
| BC Blind Sports Association | Immigrant Services Society of BC |
| BC Housing | Indigenous Sport, Physical Activity & Recreation Council |
| BC Muslim Association | Katzie First Nation |
| BC Muslim Association Women Council | Kekinow Native Housing Society |
| BLAC Arts Centre | Khalsa Diwan Society Surrey |
| Canuck Autism Network | Khalsa Wrestling |
| DIVERSEcity Community Resources Society | Kwantlen First Nation |
| Divisons BC | Kwantlen Polytechnic University (various departments & faculty contacts) |
| Educacentre College | Metis Family Services |
| Family Resource Program | Ministry of Children and Family Development |
| Filipino Music and Art Foundation | Ministry of Social Development & Poverty Reduction |
| Fraser Health Authority | Mosaic BC |
| Fraser Valley Heritage Railway Society | Muslim Food bank |
| Fraser Valley Quilters Guild | |
| Friends of the Surrey Museum and Archives Society | |

| | |
|--|--|
| Newton Business Improvement Association | South Fraser Active |
| Newton Seniors Advisory | Special Olympics BC |
| Nova Metis | Spinal Cord Injury BC |
| NSC Advisory / NSC Sports and Rec/ equipment | SportAbility |
| Measuring Up Committee | Surrey Art Gallery Association |
| Olympia Wrestling | Surrey Artswest Society |
| Options BC | Surrey Association for Community Living |
| Pacific Community Resources Society | Surrey Football Club |
| Progressive Intercultural Community Services (PICS) Society | Surrey Gymnastics Society |
| Punjabi Language Education Assoc | Surrey Historical Society |
| Punjabi Language Education Association | Surrey Local Immigration Partnership |
| RCMP (Various sections) | Surrey Muslim School |
| S.U.C.C.E.S.S. | Surrey Photography Club |
| SACH Community Hub | Surrey School District |
| Semiahmoo First Nation | SURREY White Rock |
| Sher Vancouver | Surrey-North Delta Division of Family Practice |
| Simon Fraser University (various departments & faculty contacts) | Umoja Operation Compassion Society |
| Sources BC | Urban Indigenous Leadership Committee |
| South Asian Arts Society | Yo Bro Yo Girl Youth Initiative |
| South Asian Business Association | Youth Helping Youth |
| South Asian Canadian Legacy Project | |

Internal Stakeholders

Aiman Arar, *Capital Projects Manager*

Chloe Humphreys, *Youth Services Librarian*

Corrie Elliott, *Recreation Ops Manager, Newton*

David Bauerfind, *Community Service Coordinator, Newton*

Harjinder Thind, *Manager Newton & Strawberry Hill Libraries*

Jeff Holland, *South Surrey Manager*

Jennifer Farrell, *Rec Ops Manager*

Jenny Grant, *Community Service Coordinator, Newton (Rentals/FD/Seniors)*

Kelsey Woods, *Rec Ops Manager*

Kristen Andrews, *Director Public Services*

Lisa Pitz, *Community Service Coordinator, Newton (Gym, Middle Years, Youth)*

Lisa Wade, *Community Service Coordinator, Newton (Early Years and BASC)*

Lisa White, *Manger, Community & Rec Services*

Maggie Smolski, *Community Service Coordinator, Newton (Fitness)*

Michael Ho, *Director Administrative Services*

Poonam Olak, *Community Service Coordinator, Newton (Seniors)*

Ravi Basi, *Manager Multicultural Services*

Ryan Gallagher, *Heritage Admin & Facilities Manager*

Sahra-Lea Tosdevine-Tataryn, *Age Friendly Strategy Seniors*

Sara Grant, *Manager Youth Services*

Shannon Rennie, *Rec Ops Manager*

Shaun Scott, *Business Ops Manager*

Sherri Gosse, *North Surrey Manager (Fitness)*

Stacey Rennie, *Newton Manager*

Tanya Thiessen, *Manger Strategic Initiatives & City Centre*

SHAPE YOUR SPACE

NEWTON COMMUNITY CENTRE

